

Notice for Professional Services

The City and County of Honolulu is looking for a qualified consultant to develop a comprehensive Request for Proposal (RFP) for a scalable 3-1-1 call center.

The system must include at minimum physical call center, call management and tracking, records management, real-time computerized access and control. It may be designed to support an initial county roll-out and then expandable to include support for additional counties, and then encompass additional state-wide functions. An Application Service Provider (ASP), as well as an in-house model should be incorporated into the RFP.

The RFP should minimally provide a definition of a system that would address the requirements of a 3-1-1 system, and encompass a financial, technical, operational analysis. The RFP must request costs to design, develop and implement, maintain and operate such a 3-1-1 system. The study should recommend an optimum schedule (hours of operation) for the 3-1-1 function. It should also include a summary of expected benefits and possibly an ROI. The study will recommend approaches (turnkey vs. wholly owned, or a hybrid) with a SWOT analysis for each, and if applicable, best practices of other 3-1-1 systems. The study will also investigate funding sources to offset the cost of the 3-1-1 system. The developed RFP will minimally include but not be limited to:

1. Interviews of various stakeholders, including but not limited to the Mayor's Office; Honolulu Police Department; Honolulu Fire Department; Office of Emergency Services; Office of Civil Defense; Department of Customer Services; Department of Permitting and Planning; Department of Transportation Services; Department of Facilities Maintenance; Department of Parks and Recreation; Neighborhood Commission; Department of Environmental Services; Department of Information Technology; Board of Water Supply; selected representatives from the counties of Kauai, Maui, Hawaii, and Molokai; and selected State officials and legislators.
2. Identification of requirements, including headcount, space, equipment, software tools, training, transition management, access requirements, etc. as listed above.
3. Clarify the difference between 2-1-1, 5-1-1 and 3-1-1.
4. Deliver assessment of partnership opportunities.
5. Develop and create RFP, including selection criteria for vendor.
6. Assist in vendor identification and prequalification.
7. Assist in RFP evaluation process; must follow State of Hawaii procurement laws.
8. Assist in developing cost estimates.
9. Recommend hardware/software topologies and architectures.
10. Assist with education of legislative participants at multiple levels of government.
11. Assist in the review of vendor references.
12. Recommend interface/integration with existing and future systems.
13. Define, plan for, and develop documentation for acceptance testing of vendor(s).
14. Develop evaluation criteria for selecting the winning vendor solution.

Organizations interested in providing the services to develop the RFP must submit the following information for each firm:

1. Name of the business/person, business address and location of all offices.
2. Age of firm and its average number of employees over the past 5 years.
3. Education, training, and qualifications for key members of the firm and project team.
4. List of similar projects demonstrating ability to perform the desired services.
5. Names and phone numbers of up to five clients who may be contacted including at least two of which had similar services rendered during the preceding year.
6. The understanding of the requirements and the methodology.
7. The experience in designing, planning and management of similar consolidated call center systems, preferable within the public sector.
8. Industry experience and expert knowledge of existing 3-1-1 call centers.
9. Any promotional or descriptive literature that the firm desires to submit.

Consultants will be evaluated on the following criteria:

1. Experience and professional qualifications relevant to the project.
2. Past performance on projects of similar scope for public agencies or private industries, including corrective actions and other responses to notices of deficiencies
3. Capacity to accomplish work in the required time.
4. Cost effectiveness to the City and County of Honolulu

Statement of Qualifications from interested parties can be submitted with one original and two copies by Tuesday, November 21, 2006, no later than 4:30 p.m. Hawaii Standard Time, to:

Jeff Coelho, Director
Department of Customer Services
City and County of Honolulu
530 S. King Street
Honolulu, HI 96813

Any inquiries regarding the professional services required should be directed to Cyndy Aylett, Mayor's Review Project Manager, at 808-523-4512.



MARY PATRICIA WATERHOUSE

Director of Budget and Fiscal Services



By order of MUFI HANNEMANN, MAYOR

City and County of Honolulu

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